

**Inquiry Reasons  
For 10/1/2012 - 1/1/2013**

Utility Type	Inquiry Reasons	No. of
<b>Cellular</b>		
	Billing	4
	Rates/Policies	7
	Refusal to provide service	2
	Service quality/repair	3
		Total 16
<b>Competitive Local Exchange Carrier</b>		
	Billing	4
	Disconnection	3
	Line extension/upgrade charge	1
	Rates/Policies	3
	Service quality/repair	8
	Slamming	1
		Total 20
<b>Gas Distribution Companies</b>		
	Billing	5
	Disconnection	9
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	5
	Service quality/repair	1
		Total 26
<b>Investor-Owned Electric Utilities</b>		
	Billing	38
	Deposit	5
	Disconnection	50
	Line extension/upgrade charge	1

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	Rates/Policies	22
	Refusal to provide service	9
	Service quality/repair	18
		Total 143

**Investor-Owned Water  
Companies**

	Billing	10
	Disconnection	6
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	1
	Service quality/repair	4
		Total 27

**Local Exchange Carriers**

	Billing	81
	Disconnection	8
	Line extension/upgrade charge	3
	Product Services	1
	Rates/Policies	61
	Refusal to provide service	17
	Safety	2
	Service quality/repair	87
		Total 260

**Long Distance Carriers**

	Billing	5
	Rates/Policies	1
		Total 6

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Utility Type	Inquiry Reasons	No. of
<b>Rural Electric Cooperative Corporation</b>		
	Billing	10
	Deposit	2
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	2
	Refusal to provide service	2
	Safety	1
	Service quality/repair	3
		Total 28
<b>Sewer Utilities</b>		
	Billing	1
	Disconnection	1
		Total 2
<b>Water Associations</b>		
	Disconnection	2
	Refusal to provide service	1
	Service quality/repair	1
		Total 4
<b>Water Districts</b>		
	Billing	10
	Deposit	3
	Disconnection	15
	Rates/Policies	3
	Refusal to provide service	6
	Service quality/repair	7
		Total 44

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Grand Total 576